GENERAL SERVICES ADMINISTRATION

Authorized Federal Supply Schedule Price List

GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT, SOFTWARE AND SERVICES

FSC Group 70

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

Contract Number: GS-35F-0052X

Period of Performance

Nov 03, 2010 to Nov 2, 2020

First Modification: July 12, 2013

INFORMATION FOR ORDERING ACTIVITIES
APPLICABLE TO ALL SPECIAL ITEM NUMBERS

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Acquisition Service. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.gsaadvantage.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Acquisition Service Home Page (www.gsa.gov/fas) contain information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1.   **GEOGRAPHIC SCOPE OF CONTRACT:**

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. Territories.

Offerors are requested to check one of the following boxes:
    [ ]   The Geographic Scope of Contract will be domestic and overseas delivery.
    [ ]   The Geographic Scope of Contract will be overseas delivery only.
    [x]   The Geographic Scope of Contract will be domestic delivery only.

_____

2.   **CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:**

IntelliNet Corporation
1255 Euclid Avenue
Suite 205
Cleveland, OH 44115

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card).   In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

Telephone Number: 216-289-4100

3.   **LIABILITY FOR INJURY OR DAMAGE**

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4.   STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule Contract

Block 16: Data Universal Numbering System (DUNS) Number: __**058633574**_____

Block 30: Type of Contractor: **B. Other Small Business**

A.   Small Disadvantaged Business
B.   Other Small Business
C.   Large Business
G.   Other Nonprofit Organization
L.   Foreign Contractor

Block 31: Woman-Owned Small Business - ___**No**_____

Block 37: Contractor's Taxpayer Identification Number (TIN): __**34-1849217**_____

Block 40: Veteran Owned Small Business (VOSB): _____**No**_____

Copy the applicable letter and corresponding language from the following list**

A: Service Disabled Veteran Owned Small Business
B: Other Veteran Owned Small Business

4a.   CAGE Code: _**3F4T2**_____

4b.   Contractor **has** registered with the Central Contractor Registration Database.

5.   FOB DESTINATION

6.   DELIVERY SCHEDULE

a.   TIME OF DELIVERY: The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

SPECIAL ITEM NUMBER   DELIVERY TIME (Days ARO)

_____   _"As mutually agreed with ordering activity"_ Days

_____   _____ Days

_____
_____

b.   URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

7.   DISCOUNTS: Prices shown are NET Prices; Basic Discounts have been deducted.

a.   Prompt Payment: Net 30 days.

b.   Quantity **(none)**

c.   Dollar Volume **(none)**

d.   Government Educational Institutions **Same as government discounts.**

e.   Other **(none)**

8.   TRADE AGREEMENTS ACT OF 1979, as amended:

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

9.   STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:

10.   Small Requirements: The minimum dollar value of orders to be issued is $**100**.

11.   MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.)

(a) The Maximum Order value for the following Special Item Numbers (SINs) is $500,000:

Special Item Number 132-51 - Information Technology (IT) Professional Services

12.   ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

a.   FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.

b.   FAR 8.405-2 Ordering procedures for services requiring a statement of work.

13.   FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

13.1   FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):
Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

13.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

14. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k)   Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

15.   CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

16.   GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

(1)   Manufacturer;
(2)   Manufacturer's Part Number; and
(3)   Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.gsaadvantage.gov

17.   PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if**-

(1)   All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

(2)   The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

(3)   The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

(4)   All clauses applicable to items not on the Federal Supply Schedule are included in the order.

18.   CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a.   For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

(1)   Time of delivery/installation quotations for individual orders;

(2)   Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

(3)   Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b.   The above is not intended to encompass items not currently covered by the GSA Schedule contract.

19.   OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

_____

_____

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

20.   BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

21.   CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

22.   INSTA LLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

23.   SECTION 508 COMPLIANCE.

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following:

www.intellinetcorp.com

The EIT standard can be found at: www.Section508.gov/.

24.   PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES.

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

25. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

26. SOFTWARE INTEROPERABILITY.

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

27. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. **SCOPE**

    a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Services within the scope of this Information Technology Schedule.

    b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. **PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

    a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

    b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

    c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. **ORDER**

    a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

    b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. **PERFORMANCE OF SERVICES**

    a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

    b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

    c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

    d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. **STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

    (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days

after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

 (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

 (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS □COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I □□OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Professional Services.

9. INDEPENDENT CONTRACTOR

All IT/EC Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

    a.   Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

    b.   To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

    a.   The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

    b.   The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by
        1)   The offeror;
        (2)   Subcontractors; and/or
        (3)   Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14.   INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15.   APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

SCHEDULE 70

Special Item No. 132-51 Information Technology Professional Services

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES:

FPDS Code D301	**IT Facility Operation and Maintenance**
FPDS Code D302	**IT Systems Development Services**
FPDS Code D306	**IT Systems Analysis Services**
FPDS Code D308	**Programming Services**
FPDS Code D310	**IT Backup and Security Services**
FPDS Code D311	**IT Data Conversion Services**
FPDS Code D316	**IT Network Management Services**
FPDS Code D399	**Other Information Technology Services, Not Elsewhere Classified**

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is <u>not</u> to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

<div align="center">

IntelliNet Corporation
1255 Euclid Avenue
Suite 205
Cleveland, OH 44115
www.intellinetcorp.com

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Contract Number: GS-35F-0052X

Period Covered by Contract: Nov 03, 2010 to Nov 2, 2020

Pricelist current through Modification # 1, dated July 12, 2013.

JOB DESCRIPTIONS

IT PROFESSIONAL SERVICE OFFERINGS

Special Item No. (SIN) 132-51 - Information Technology Professional Services

FPDS Code D301   IT Facility Operation and Maintenance

This service encompasses certified network technicians who proactively manage a facility's servers, routers, switches and desktops, in addition to operation remote network and desktop management software. It is a fully staffed, 24x7x365 Network Operations center, capable of proactively monitoring a company's network system.

IntelliNet can provide any number of services on a retained basis, including maintenance and support of:

- **Servers**
- **Routers**
- **Switches**
- **Applications**
- **Printers**
- **E-mail**
- **Database (SQL, Oracle, DB2, Notes, etc.)**
- **24x7x365 phone support**
- **Software licensing tracking and reporting**
- **Disaster Recovery**
- **Co-location**

SLA's are developed based on the coverage needs of individual customers. IntelliNet can operate and maintain Data Center Facilities Hosting, Data Center Redundancy, Disaster Recovery Hardware, Rack Space, HVAC and Power.

This service provides for the design, development and implementation of small to large complex projects. These services include creating project plans, deliverables and business procedures, which encompass business process re-engineering. Services include:

- **Project/Package evaluation and selection**
- **Project management**
- **Business process design/re-engineering**
- **System configuration**
- **Technical infrastructure support**
- **Systems and application development**
- **Systems integration and implementation**
- **Application and system testing**
- **Systems and procedure documentation and training**

Platforms that are supported include:

- **Mainframe**
- **Midrange**
- **PC/LAN**
- **WAN**
- **Client/Server, GUI**
- **Web**

FPDS Code D306   IT Systems Analysis Services

Systems Analysis Services include:

- **Systems architecture design and implementation**
- **System analysis**
- **Requirements definition**
- **Data flow diagrams**
- **Functional design specification**
- **Management of the control procedures**
- **Enterprise Network performance assessments and data through base-lining (LAN/WAN)**

FPDS Code D308   Programming Services

Application development in the following areas:

- **Mainframe: DB2, IDMS, IMS, Oracle, SQL, CICS, COBOL, Telon**
- **Client/Server: GUI, Visual Basic, Java, WebSphere, C#, .Net, ASP/HTML/SML, VB Script, Java Script, COM, PHP**
- **Midrange: AS/400, RPG, CL, COBOL, JDA, JD Edwards, Software 2000**
- **ERP: Oracle, SAP, BAAN**
- **Business Intelligence, ETL**

<mark>FPDS Code D310   IT Backup and Security Services</mark>

Security Management Monitoring Service Offering:

- **Management Service Provider (MSP) Security Management Services**
- **Assessment, Resolve, Monitor, Operate and Re-assess**
- **Security management of firewall, IDS, HIDS, VPN, and Vendor Independent Management software**
- **Notification with trouble ticket escalation with reporting**
- **Intrusion detection (internal and external) proactively monitored 24x7**

Security Management Monitoring Service Values:

- **Faster turn time than building internally**
- **Lower cost than building and maintaining internally**
- **Ad hoc implementation for "just in time" troubleshooting**
- **Flexible and scalable for fast growth or new acquisition**
- **Agent or non-agent based implementations available**
- **A consistent and pro-active approach to service management**
- **Eliminates turnover worries related to security management tool support by internal staff**
- **Baseline and track security issues related to network from an agnostic approach**
- **Customized security policies for each environment**

Security Management Monitoring Service Delivery:

- **Custom procedures and escalation design and lifecycle management**
- **245x7x365 Network Operations Center available to monitor and support a Network Security environment**

<mark>FPDS Code D311   IT Data Conversion Services</mark>

This service provides consultancy and conversion services for EDI and XML databases. IntelliNet can offer data conversion for the following:

- Legacy databases to XML or web-based format
- EDI

- **Service Level Audit** - **Comprehensive service level management solutions that monitor, capture, report and pinpoint the cause of application layer service layers from the end-user perspective.**

- **Advanced Server** – **Monitors the performance and availability of specific server based applications including Microsoft Exchange, Lotus Notes, Microsoft SQL an Oracle database applications as well as other applications.**

- **Network Flow** – **Monitors network traffic exported from enterprise routers and switches, generating network traffic reports that help understand the nature of the network traffic and the bandwidth utilization, thus helpful in traffic analysis and bandwidth monitoring.**

- **Application Pre-Production** – **Enables users to measure the performance of new or modified applications. This assures that the application runs as expected.**

- **Application Post Production** – **Analyzes and troubleshoots production performance problems by quickly identifying the cause of poor end-user response times.**

- **Capacity Planning** – **Comprehensive LAN/WAN provisioning and growth planning based on key performance metrics of end-user response time and link utilization.**

Network Fault and Performance Monitoring Services:

- **Fault isolation and alarm notification of LAN and Wan infrastructure with trouble ticket escalation and reporting 24x7x365**
- **Custom policy and procedure development and management**
- **We act as an "agent of corporation" to resolve matters for the client**

- **Real-Time and historical performance reports designed to keep the client up to date**
- **Regular scheduled review of change management, policies, and procedures related to the project life cycle**
- **Server, router, switch and application performance monitoring**

Configuration Management Monitoring Service Offering:

- **Configuration management of routers and WAN-based infrastructure**
- **Baseline configurations and regularly scheduled comparisons**
- **Daily, weekly, monthly, yearly reports designed to keep configuration data up to date**
- **Regular scheduled review of change management policies and procedures related to configuration management**
- **SLA's are developed based on the coverage needs of individual customers**

FPDS Code D399   Automated News Services, Data Services, Not Elsewhere Classified

- **Web Monitoring**
- **Applications Monitoring**
- **IP Telephony Monitoring**
- **Wireless Infrastructure Monitoring**
- **Virtualization**

IT LABOR CATEGORY DESCRIPTIONS

Commercial Job Title:**Project Leader/Task Manager**

FPDS Code(s):   **D301, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Seven (7) years of experience providing technical direction for a complete system development effort including three (3) years of supervisory experience. The job incumbent plans, directs, and coordinates activities of technology projects to ensure that project goals are accomplished by performing the following duties personally or through subordinate supervisors.

DUTIES/RESPONSIBILITIES

1. **Consults with management and reviews project proposals to determine goals, timeframes, funding, limitations, procedures for accomplishing project, staffing requirements, and allotment of resources.**

2. **Develops project plans specifying goals, strategy, staffing, scheduling, identification of risks, contingency plans, and allocation of available resources.**

3. **Formulates and defines technical scope and objectives of project. Identifies and schedules project deliverables, milestones, and required tasks.**

4. **Coordinates recruitment or assignment of project personnel.**

5. **Assigns duties, responsibilities, and scope of authority to project personnel. Directs and coordinates activities of project personnel to ensure project progresses on schedule and within budget.**

6. **Establishes standards and procedures for project reporting and documentation.**

7. **Reviews status reports prepared by project personnel. Modifies schedules and plans as required.**

8. **Prepares project status reports and keeps management, clients, and others informed of project status and related issues.**

9. **Confers with project personnel to provide technical advice and resolve problems.**

10. **Coordinates and responds to requests for changes from original specifications, and monitors project results against technical specifications.**

11. *Develops and maintains technical and project documentation. Develops quality assurance test plans and directs quality assurance testing.*

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:**Program Manager**

FPDS Code(s):   **D301, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ten (10) years of management experience in information systems programs identifying, planning, acquiring and implementing project resources to meet the project goals. Experienced in providing program guidance and direction to complete information technology tasking. Demonstrated capability in managing multi-task contracts of similar type and complexity.

DUTIES/RESPONSIBILITIES

1.   **Provides overall program management contractual and technical direction.**

2.   **Implements contract actions, establishes cost and schedule objectives, and provides controls to meet those objectives.**

3.   **Formulates purposes, policies and goals of the organization and enforces work standards, and review/resolves program discrepancies.**

4.   **Interfaces with the Government Contracting Officer (CO) the Contracting Officer's Representative (COR), and other Government management personnel to ensure conformity to contractual obligations.**

5.   **Establishes and maintains technical and financial progress reports, organizes and assigns responsibilities to subordinates, oversees the successful completion of all tasks.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Computer Security Specialist, Senior**

FPDS Code(s):   **D301, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ten (10) years general computer information systems experience with eight (8) years experience in information security/Information Assurance (IA). Experienced in any one of the following: security administration, evaluation of security/Information Assurance product capabilities, product assessment, and policy development. Experience in information security assurance policies, or standards, or regulations.

DUTIES/RESPONSIBILITIES

1. **Gathers and organizes technical information about an organization's mission goals and needs, IT infrastructure, and existing security/IA products.**

2. **Assists in developing security/IA policies, procedures, and standards.**

3. **Responsibilities include working with the customer to minimize risks and assess and secure networks.**

4. **Evaluates and recommends security products for various platforms and initiatives.**

5. **Provides technical and managerial leadership to security projects and personnel, making technical contributions and directly supervising projects and client liaisons.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:**Network Operations Center (N.O.C.) Manager**

FPDS Code(s):   **D301, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Seven (7) years of management experience with at least three (3) years of managing a 24x7x365 Network Operations Center.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Plans and develops policies and procedures for carrying out computer operations.**

2. **Meets with subordinate supervisors to discuss progress of work, resolve problems, and ensure that standards for quality and quantity of work are met.**

3. **Adjusts hours of work, priorities, and staff assignments to ensure efficient operation, based on workload.**

4. **Reviews daily logs and reports to detect recurring slowdowns or errors.**

5. **Consults with software and hardware vendors and other establishment workers to solve problems impeding computer processing.**

6. **Meets with users to determine quality of service and identify needs.**

7. **Meets with data processing managers to determine impact of proposed changes in hardware or software on computer operations and service to users.**

8. **Evaluates new software and hardware to determine usefulness and compatibility with existing software and hardware.**

9. **Evaluates proposed data processing projects to assess adequacy of existing hardware, and recommends purchase of equipment.**

10. **Develops budget and monitors expenditures.**

11. **Directs and coordinates activities of tape library and supervises Tape Librarian.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

IntelliNet

Commercial Job Title:**Network Operations Center (N.O.C.) Engineer**

FPDS Code(s):   **D301, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Three (3) years of Level 1 troubleshooting experience in a 24x7x365 Network Operations Center.

DUTIES/RESPONSIBILITIES

1.   **Monitors networks and devices and performs Level 1 trouble shooting.**

2.   **Loads peripheral equipment with selected materials such as tapes and printer paper for operating runs, or oversees loading of peripheral equipment by peripheral equipment operators.**

3.   **Enters commands to clear computer system and start operation.**

4.   **Observes peripheral equipment and error messages displayed on terminal monitor to detect faulty output or machine stoppage.**

5.   **Enters commands to correct error or stoppage and resume operations.**

6.   **Notifies supervisor of errors or equipment stoppage.**

7.   **Clears equipment at end of operating run and reviews schedule to determine next assignment.**

8.   **Records problems that occur, such as downtime and actions taken.**

9.   **Answers telephone calls to assist computer users encountering problem.**

10.   **Assists workers in classifying, cataloging, and maintaining tapes.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

IntelliNet

Commercial Job Title:**Network/Computer Support Technician**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Two (2) years experience in computer/network support operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Maintains the operation and upgrade of information and network systems.**

2. **Oversees and supports hardware and software related issues including, PCs, printers, hard drives, power supply units, operating systems, keyboards, monitors, printers and applications.**

3. **Recommends upgrades or improvements.**

4. **Utilizes Help Desk ticket system to log all issues, resolutions and response times.**

5. **Supports development of technical standards and application uses.**

6. **Resolves network problems and offers technical assistance to users.**

7. **Provides end-user software troubleshooting and support.**

8. **Conducts study and works with users on need or problem to obtain data required for solution.**

9. **Advises client on alternate methods of solving need or problem, or recommends specific solution. Develops a plan for implementing the solution.**

Minimum Education

High School Diploma or Equivalent or applicable Computer Training Certificate.

IntelliNet

Commercial Job Title: Network/Computer Support Technician, Sr.

FPDS Code(s): D301, 302, 310, 316, 399

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Three (3) years experience in computer/network support operations, equipment/network maintenance, and configuration upgrading or specialized workstation operation activities. This includes experience applying the principles, or methods, or techniques and equipment such as modems, data scopes, patch panels, and network management software, as well as Desk Top Operating Systems and Applications, all used in network troubleshooting and support.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. Maintains the operation and upgrade of information and network systems.

2. Oversees and supports hardware and software related issues including, PCs, printers, hard drives, power supply units, operating systems, keyboards, monitors, printers and applications.

3. Recommends upgrades or improvements.

4. Provides end-user software and troubleshooting and support.

5. Supports development of technical standards and application uses.

6. Resolves network problems and offers technical assistance to users.
7. Diagnoses hardware, software and operator problems and corrects them as instructed.
8. Conducts study and works with users on need or problem to obtain data required for solution.
9. May provide end user training.

Minimum Education: High School Diploma or Equivalent or applicable Computer Training Certificate.

Commercial Job Title:**Network Administrator**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Seven (7) years experience in applying the principles, or methods, or techniques used in network administration and support including experience with operating systems/applications, network management, and current technologies and products for Web services and security.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Supports, installs, maintains, troubleshoots, and coordinates the usage of local and wide area networks (LAN and WAN), electronic mail, telecommunications, and PC based systems and related software.**

2. **Evaluates hardware and procedures, including peripheral, output and telecommunications equipment.**

3. **Recommends upgrades or improvements.**

4. **Sets up and administers security procedures, troubleshoots problems, recommends and implements LAN policies and procedures and ensures adherence to security procedures.**

5. **Resolves network problems and offers technical assistance to users.**

6. **Trains users on LAN operations and procedures.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:**Senior Network Administrator**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Eight (8) years experience in applying the principles, or methods, or techniques used in network administration and support including experience with operating systems/applications, network management, and current technologies and products for Web services and security.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Responsible for the planning, design, acquisition, installation, and maintenance of LAN and WAN, electronic mail, telecommunications, and PC based systems and related software.**

2. **Evaluates hardware and software, including peripheral, output, and telecommunications equipment.**

3. **Manages LAN/WAN performance and security. Establishes and implements policies and procedures for LAN/WAN usage.**

4. **Administers security procedures, troubleshoots problems, establishes and implements LAN policies and their conformance.**

5. **Coordinates activities of LAN support personnel, providing guidance on common networking issues.**

6. **Manages network performance, troubleshoots problems, and maintains network security.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

IntelliNet®

Commercial Job Title: **Hardware Specialist**

FPDS Code(s):　　　　　　**D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Five (5) years of experience in systems analysis

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Determines feasible hardware alternatives in client server environments.**

2. **Reviews computer systems in terms of capabilities and makes recommendations for improved utilization.**

3. **Prepares are participates in preparing functional requirements and specifications for hardware acquisitions.**

4. **Prepares or directs preparation of reports.**

5. **Evaluates the performance of the Help Desk support team to ensure that Service Level Agreements are met.**

6. **Manages and recommends hardware and software infrastructure needs as the technical environment changes.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Help Desk Technician, I**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

One (1) year experience in providing help desk or network support that includes experience in applying the principles, or methods, or techniques and/or equipment, such a workstations, modems, printers, etc. Troubleshooting support for clients dealing with such issues as password resets, equipment problems, etc.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Provides end-user software troubleshooting and support.**

2. **Applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions.**

3. **Provides network troubleshooting and support.**

4. **Utilizes Help Desk ticket system to log all issues, resolutions and response times.**

5. **Supports development of technical standards and application uses.**

6. **Provides phone and help-desk support for local and off-site users.**

7. **Conducts study and works with users on need or problem to obtain data required for solution.**

Minimum Education

High School Diploma or Equivalent or applicable Computer Training Certificate.

Commercial Job Title: **Help Desk Technician, II**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Two (2) years experience in providing help desk or network support that includes experience in applying the principles, or methods, or techniques and/or equipment, such a workstations, modems, printers, etc. Troubleshooting support for clients dealing with such issues as password resets, equipment problems, etc.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1.   **Provides end-user software troubleshooting and support.**

2.   **Applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions.**

3.   **Provides network troubleshooting and support.**

4.   **Utilizes Help Desk ticket system to log all issues, resolutions and response times.**

5.   **Supports development of technical standards and application uses.**

6.   **Provides phone and help-desk support for local and off-site users.**

7.   **Conducts study and works with users on need or problem to obtain data required for solution.**

8.   **Participates in the installation, configuration, and upgrade of computer hardware and software.**

Minimum Education

High School Diploma or Equivalent or applicable Computer Training Certificate.

Commercial Job Title: **Help Desk Technician, III**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Three (3) years experience in providing help desk or network support that includes experience in applying the principles, or methods, or techniques and/or equipment, such a workstations, modems, printers, etc. Troubleshooting support for clients dealing with such issues as password resets, equipment problems, etc.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Provides end-user software troubleshooting and support.**

2. **Applies basic diagnostic techniques to identify problems, investigate causes, and recommend solutions.**

3. **Provides network troubleshooting and support.**

4. **Utilizes Help Desk ticket system to log all issues, resolutions and response times.**

5. **Supports development of technical standards and application uses.**

6. **Provides phone and help-desk support for local and off-site users.**

7. **Conducts study and works with users on need or problem to obtain data required for solution.**

8. **Participates in the installation, configuration, and upgrade of computer hardware and software.**

9. **Supports lower level technicians with complex problems.**

Minimum Education

High School Diploma or Equivalent or applicable Computer Training Certificate.

Commercial Job Title:**Network Manager**

FPDS Code(s):   **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Seven (7) years of experience in applying the principles, or methods, or techniques used in managing a network team(s). Ability to develop a department's strategic plan and run the day to day operations of the group.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Plans, organizes, and controls analysis of computer system requirements and development of procedures for implementation and/or maintenance of major network systems.**

2. **Coordinates efforts with other IS departments and users.**

3. **Ensures project timelines and budgets are met.**

4. **Oversees systems analysis and programming activities to establish and implement new or upgraded systems and programs.**

5. **Manages time, cost, and feasibility studies; assists in forecasting hardware and software needs; and works with other information systems areas to develop policies and procedures.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Telecommunications Specialist**

FPDS Code(s): **D301, 302, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Five (5) years of experience in designing the voice and data communication systems. Also oversee the installation of these systems and continue to work with clients on system maintenance and service after the installation takes place. A Telecommunications Specialist must cater not only to the client's current needs, but anticipate their future needs as well.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Performs a variety of technical tasks associated with the installation, maintenance and documentation of voice and telephone systems.**

2. **Monitors telephone systems; designs and coordinates relocations and system expansions.**

3. **Interfaces with external vendors as necessary.**

4. **Furnishes trouble correction, program changes, moves, and changes of equipment.**

5. **Assists as an information resource on telephone equipment and service requirements, features, cost and performance.**

6. **Performs capacity reviews and plans for voice communications equipment and functions. Monitors service providers' availability and reliability.**

7. **Analyzes vendor proposals and maintains current knowledge of overall voice communication vendor capabilities. Provides project management support on telecommunications and IT projects.**

8. **Responsible for the region's pager and cell phone management. Analyzes phone bills on a regular basis and provides cost-savings recommendations.**

Minimum Education: Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Internet Architect**

FPDS Code(s):   **D302, 306, 308, 310, 311, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Five (5) years of defining, architecting the design and day to day operations of a client's web infrastructure.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

Leads the engineering design to identify the impact of the current architecture and infrastructure on the project design, development, implementation and ongoing support.

Assesses project specific hardware/software/system architecture requirements.

Defines infrastructure, application architecture and integration with existing applications and/or systems.

Provides architectural recommendations for make/buy/host/outsource decision-making processes.

Documents the project architecture. Implements vendor and in-house developed tools in support of IT projects.

Specific Skill/ Experience Required:

Web development technology architectures including NSAPI, ISAPI, Apache Mod, CGI, Servlet Engines and J2EE application servers.

Experience in deploying and debugging web infrastructure technologies including Load Balancers, Firewalls, HTTP Proxy servers, and Web browsers (Netscape, IE, etc.).

Understanding of standard Internet protocols including TCP/IP, HTTP, SSL and DNS.

Understanding of web security principles such as Internet DMZs, web authentication and authorization systems, state/session management and application penetration/vulnerability testing.

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

IntelliNet®

Commercial Job Title: **Systems Administrator/Unix**

FPDS Code(s): **D301, 302, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Two (2) years systems administrator experience including one (1) year in administrating UNIX or open system-compliant systems.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Installs and upgrades OS software (AIX, HP-UX and Linux).**

2. **Maintains system storage for current and future needs.**

3. **Enrolls users and maintains system security.**

4. **Ensures compliance of software agreements.**

5. **Optimizes system performance.**

6. **Performs back-up and recovery operations.**

7. **Must have experience with large enterprise architecture boxes.**

8. **Must have experience managing large disk architectures.**

9. **Conducts performance tuning and analysis.**

10. **Conducts system capacity planning and configuration management.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

IntelliNet

Commercial Job Title: **Systems Administrator/Unix, Sr.**

FPDS Code(s):   **D301, 302, 306, 310, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Four (4) years systems administrator experience including one (2) years in administrating UNIX or open system-compliant systems.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Installs and upgrades OS software (AIX, HP-UX and Linux).**

2. **Maintains system storage for current and future needs.**

3. **Enrolls users and maintains system security.**

4. **Ensures compliance of software agreements.**

5. **Optimizes system performance.**

6. **Performs back-up and recovery operations.**

7. **Must have experience with large enterprise architecture boxes.**

8. **Must have experience managing large disk architectures.**

9. **Conducts performance tuning and analysis.**

10. **Conducts system capacity planning and configuration management.**

11. **Works with staff to design, install, test, debug, modify and maintain distributed processing databases on the LAN.**

Minimum Education: Bachelor's degree in Management Information Systems or equivalent.

IntelliNet

Commercial Job Title: **Database Analyst/Administrator**

FPDS Code(s):   **D301, 302, 306, 310, 311, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Six (6) years of general experience in systems analysis or programming including four (4) years of experience in DBMSs.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Provides technical expertise and guidance in the design, implementation, operation and maintenance of database management systems (DBMS). Controls the design and use of databases.**

2. **Performs database administration, tuning and maintenance on all production and development databases including security, backups and performance tuning.**

3. **Monitors and performs routine maintenance on database servers; designs and implements database solutions; and assists IT group with database server installation and troubleshooting tasks.**

4. **Assists in verifying the accuracy and completeness of all aspects of database applications developed by other teams.**

5. **Provides consultation to the application staff in the design, development, implementation, monitoring and maintenance of new databases and revisions to existing databases.**

6. **Performs database backup/recovery and writes scripting procedures. Must have experience dealing with full table lockups.**

7. **Must have experience creating new databases, tuning, and conducting backups and disaster recovery.**

8. **Controls access responsibilities, uplink and triggers.**

9. **Must be experienced in a high reliability/availability environment required.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

IntelliNet

Commercial Job Title: **Web Developer**

FPDS Code(s):   **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Four (4) years experience in software development, installation, and modification in an online environment.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Responsibilities include development and maintenance of company web sites (Internet & Intranet); HTML code optimization and organization; scripting languages (JavaScript, ASP, etc.); file organization; and some graphic design.**

2. **Assists in the support of company's Extranet (E-Commerce) application including server support and coordination with ISP.**

3. **Experience in graphic design for the web preferred, to include:**
   a. **Experience with Adobe Photoshop, Illustrator, and Acrobat preferred**
   b. **Familiarity or interest in learning Microsoft VS.NET and ASP.NET**
   c. **General background in programming (VB/VBScript, C/C++, etc.)**

4. **Consults with client to ascertain and define need or problem area. Determines scope of investigation required to obtain solution.**

5. **Conducts study and works with users on need or problem to obtain data required for solution.**

6. **Analyzes data to determine solution such as installation of alternate methods and procedures, changes in processing methods and practices, modification of applications or systems, or redesign of application or systems.**

7. **Advises client on alternate methods of solving need or problem, or recommends specific solution. Develops a plan for implementing the solution.**

8. **Day to day responsibilities may include systems design, programming, systems implementation, systems integration, testing, and documentation.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Web Developer, Sr.**

FPDS Code(s):   **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Six (6) years experience in software development, installation, and modification in an online environment including two (2) years as technical leader.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Responsibilities include development and maintenance of company web sites (Internet & Intranet); HTML code optimization and organization; scripting languages (JavaScript, ASP, etc.); file organization; and some graphic design**.

2. **Assists in the support of company's Extranet (E-Commerce) application including server support and coordination with ISP.**

3. **Experience in graphic design for the web preferred, to include:**
   a. **Experience with Adobe Photoshop, Illustrator, and Acrobat preferred**
   b. **Familiarity or interest in learning Microsoft VS.NET and ASP.NET**
   c. **General background in programming (VB/VBScript, C/C++, etc**.)

4. **Designs and implements an intranet strategy for authorization of users to access controlled components.**

5. **Conducts study and works with users on need or problem to obtain data required for solution.**

6. **Analyzes data to determine solution such as installation of alternate methods and procedures, changes in processing methods and practices, modification of applications or systems, or redesign of application or systems.**

7. **Advises client on alternate methods of solving need or problem, or recommends specific solution. Develops a plan for implementing the solution.**

8. **May serve as a functional/technical team lead.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:**Programmer/Analyst, I**

IntelliNet®

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Three (3) years in any of the following disciplines: software design tools or specific programming languages such as business software systems, authorizing languages and systems, and Modeling and Simulation technologies with their processes and tools.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Identifies client needs and requirements based on evaluation of client documentation and interviews.   Analyzes and modifies program specifications and documentation to support contract requirements. Designs new and/or redesigns and maintains existing software products. Writes, modifies, and maintains software documentation and specifications.**

2. **Generates new codes and corrects, converts, and/or modifies existing code to meet documented standards. Performs data technical analysis and develops a variety of testing procedures on assigned products, analyzes test results, and corrects problem areas. Prepares test descriptions to locate necessary software modifications.**

3. **Installs, configures, and troubleshoots various hardware and software platforms; analyzes and documents client needs and requirements; may train other programmer/analysts; develops product documentation to describe system requirements and use. Perform integration testing and support of various computer operating systems.**

4. **Develops complementary demonstration collaterals such as scripts, user guides, and demonstration procedures that serve to test pre-production prototype releases, and to accelerate the effective and efficient transfer of released prototype versions to the field.**

5. **Participates in meetings, prepares reports on analyses, findings, and project progress. Performs technical research on emerging technologies to determine impacts on application execution.**

Minimum Education: **Bachelor's degree in Management Information Systems or equivalent.**

Commercial Job Title: **Programmer/Analyst, II**

FPDS Code(s): **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Four (4) years in any of the following disciplines: software design tools or specific programming languages such as business software systems, authorizing languages and systems, and Modeling and Simulation technologies with their processes and tools.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Identifies client needs and requirements based on evaluation of client documentation and interviews. Analyzes and modifies program specifications and documentation to support contract requirements. Designs new and/or redesigns and maintains existing software products. Writes, modifies, and maintains software documentation and specifications.**

2. **Generates new codes and corrects, converts, and/or modifies existing code to meet documented standards. Performs data technical analysis and develops a variety of testing procedures on assigned products, analyzes test results, and corrects problem areas. Prepares test descriptions to locate necessary software modifications.**

3. **Installs, configures, and troubleshoots various hardware and software platforms; analyzes and documents client needs and requirements; may train other programmer/analysts; develops product documentation to describe system requirements and use. Perform integration testing and support of various computer operating systems.**

4. **Develops complementary demonstration collaterals such as scripts, user guides, and demonstration procedures that serve to test pre-production prototype releases, and to accelerate the effective and efficient transfer of released prototype versions to the field.**

5. **Participates in meetings, prepares reports on analyses, findings, and project progress. Performs technical research on emerging technologies to determine impacts on application execution.**

Minimum Education: Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Programmer/Analyst, III**

FPDS Code(s):   **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Five (5) years in any of the following disciplines: software design tools or specific programming languages such as business software systems, authorizing languages and systems, and Modeling and Simulation technologies with their processes and tools.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Identifies client needs and requirements based on evaluation of client documentation and interviews.   Analyzes and modifies program specifications and documentation to support contract requirements. Designs new and/or redesigns and maintains existing software products. Writes, modifies, and maintains software documentation and specifications.**

2. **Generates new codes and corrects, converts, and/or modifies existing code to meet documented standards. Performs data technical analysis and develops a variety of testing procedures on assigned products, analyzes test results, and corrects problem areas. Prepares test descriptions to locate necessary software modifications.**

3. **Installs, configures, and troubleshoots various hardware and software platforms; analyzes and documents client needs and requirements; may train other programmer/analysts; develops product documentation to describe system requirements and use. Perform integration testing and support of various computer operating systems.**

4. **Develops complementary demonstration collaterals such as scripts, user guides, and demonstration procedures that serve to test pre-production prototype releases, and to accelerate the effective and efficient transfer of released prototype versions to the field.**

5. **Participates in meetings, prepares reports on analyses, findings, and project progress. Performs technical research on emerging technologies to determine impacts on application execution.**

Minimum Education: **Bachelor's degree in Management Information Systems or equivalent.**

Commercial Job Title: **Network Engineer, I**

FPDS Code(s):   **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Two (2) years related experience in network design/administration including experience applying the principles, or methods, or techniques and related hardware/software for network administration and engineering.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1.   **Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices.**

2.   **Resolves interoperability problems to obtain operations across all platforms including email, file transfer, teleconferencing and the like; configures systems to user requirements.**

3.   **Supports the acquisition of hardware and software as well as subcontractor services needed.**

4.   **Performs various tests and documents results.**

5.   **Administers and maintains local and wide area networks.**

6.   **Provides technical support and troubleshooting to users.**

7.   **Plans network layout design, may administer network security.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:**Network Engineer, II**

FPDS Code(s):   **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Five (5) years related experience in network design/administration including experience applying the principles, or methods, or techniques and related hardware/software for network administration and engineering.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices.**

2. **Resolves interoperability problems to obtain operations across all platforms including email, file transfer, teleconferencing and the like; configures systems to user requirements.**

3. **Supports the acquisition of hardware and software as well as subcontractor services needed.**

4. **Performs various tests and documents results.**

5. **Administers and maintains local and wide area networks.**

6. **Provides technical support and troubleshooting to users.**

7. **Plans network layout design, may administer network security.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:**Network Engineer, III**

FPDS Code(s):   **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Eight (8) years related experience in network design/administration including experience applying the principles, or methods, or techniques and related hardware/software for network administration and engineering.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1.   **Analyzes local and wide area network systems, including planning, designing, evaluating, selecting, and upgrading operating systems and protocol suites and configuring communication media with concentrators, bridges, and other devices.**

2.   **Resolves interoperability problems to obtain operations across all platforms including email, file transfer, teleconferencing and the like; configures systems to user requirements.**

3.   **Supports the acquisition of hardware and software as well as subcontractor services needed.**

4.   **Performs various tests and documents results.**

5.   **Administers and maintains local and wide area networks.**

6.   ** Provides technical support and troubleshooting to users.**

7.   **Plans network layout design, may administer network security.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title: **Systems Analyst/Programmer**

FPDS Code(s): **D302, 306, 308, 310, 311, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Five (5) years experience analyzing business or scientific tasks and plan and develop the hardware systems and software that allow a computer to complete these tasks.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Consults with client to ascertain and define need or problem area. Determines scope of investigation required to obtain solution.**

2. **Conducts study and works with users on need or problem to obtain data required for solution.**

3. **Analyzes data to determine solution such as installation of alternate methods and procedures, changes in processing methods and practices, modification of applications or systems, or redesign of application or systems.**

4. **Advises client on alternate methods of solving need or problem, or recommends specific solution and develops a plan for implementing the solution.**

5. **Defines/implements strategies as needed for: software configuration, automated testing, life cycle development, data warehousing, development tools, and product development.**

6. **May lead and/or mentor application developers.**

7. **Meets and works with project business sponsors, software end-users, applications development staff, and others as necessary to perform assignments.**

8. **Clarifies requests for enhancements or systems changes with requestor and documents project definition.**

9. **Meets with computer systems end-users and project business sponsors to determine, document and obtain sign-off on business requirements. Develops documents and obtains sign-offs on functional requirements based upon business requirements.**

10. **Develops project test plans.**

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

Commercial Job Title:	**Quality Assurance Specialist**

FPDS Code(s):	**D302, 306, 308, 310, 311, 316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Six (6) years experience in quality assurance.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Writes and reviews test plans, test specifications, and test cases for medium to large projects.**

2. **Performs system and integration testing on web-based production application.**

3. **Reviews functional and technical requirements to find holes in features or problems with the integration of multiple or new features.**

4. **Conducts detailed analysis of test results to find product defects through both testing and UI testing.**

5. **Performs technical estimation of work to be performed.**

6. **Improves test quality and effectiveness by working with Development and Program Management to prevent problems and to improve our ability to develop and maintain a high quality product.**

7. **Works with time tracking, incident reporting, and software requirements specification systems on a daily basis for information on and tracking of regular work.**

8. **Works with source code control and software release systems to ensure high-quality software releases over time.**

9. **Prioritizes daily workflow and demands on quality, time and resources.**

Minimum Education: Bachelor's degree in Management Information Systems or equivalent.

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Commercial Job Title: **Technical Writer/Editor**

FPDS Code(s):   **D302, 306, 308, 310, 311,316, 399**

MINIMUM/GENERAL EXPERIENCE

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements will vary depending on the individual client need. The level of knowledge, skill, and/or ability required will be determined once the client need has been defined. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Three (3) years experience including one (1) years experience in writing/editing both technical/non-technical documentation.

DUTIES/RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

1. **Creates, writes and edits technical reports and documentation pertaining to construction of data and systems documentation prepared for project tests, training and processes.**

2. **Calculates test data and transcribes test data from worksheets to test reports and generates reports. Reviews test plans and requirements for accuracy.**

3. **Prepares, edits, distributes, and maintains manuals, websites, javadocs, system docs and other documents in support of enterprise-wide application development efforts using architecture components and the application framework.**

4. **Technical document types include: manuals, brochures, slide presentations, spreadsheets, Gantt charts, diagrams, tech reports, minutes, guidelines, plans, and procedures. Tools include: MS Word, Visio, Power Point, and Project.**

5. **Technical knowledge areas include programming and system life cycle, operating systems, Internet technologies, and enterprise computing and components.**

6. **Technical writer converts technical concepts into clear prose and instructions. Drafts are submitted to team members for review. Final documents conform to established documentation templates and usability guidelines, and meet high publishing standards.**

7. **Tech writer converts technical concepts into clear prose and instructions. Information is extracted from various sources, including subject matter experts, application systems, and existing documentation, and is then organized using principles of information architecture and design.**

8.   Drafts are submitted to team members for review. Final documents conform to established documentation templates and usability guidelines, meet high publishing standards, and are delivered in a timely and professional manner.

Minimum Education

Bachelor's degree in Management Information Systems or equivalent.

PRICE LIST

SIN 132-51

Item No	Labor Categories (on-site) SIN 132-51	2013 GSA Rate
1	Project Leader/Task Manager	$96.25
2	Program Manager	$144.38
3	Computer Security Specialist, Senior	$120.30
4	Network Operations Center (N.O.C.) Manager	$96.25
5	Network Operations Center (N.O.C.) Engineer	$57.75
6	Network/Computer Support Technician	$53.08
7	Network/Computer Support Technician, Senior	$62.59
8	Network Administrator	$72.16
9	Network Administrator, Senior	$81.79
10	Hardware Specialist	$62.59
11	Help Desk Technician, I	$33.68
12	Help Desk Technician, II	$38.50
13	Help Desk Technician, III	$47.69
14	Network Manager	$120.34
15	Telecommunications specialist	$86.63
16	Internet Architect	$86.63
17	Systems Administrator, Unix	$81.79
18	Systems Administrator, Unix, Senior	$91.41
19	Database Analyst/Administrator	$86.63
20	Web Developer	$77.00
21	Web Developer, Senior	$96.25
22	Programmer/Analyst I	$67.38
23	Programmer/Analyst II	$77.00
24	Programmer/Analyst III	$86.63
25	Network Engineer I	$72.16

Item No	Labor Categories (on-site) SIN 132-51	2013 GSA Rate
26	Network Engineer II	$91.43
27	Network Engineer III	$118.14
28	Systems Analyst/Programmer	$96.25
29	Quality Assurance Specialist	$53.08
30	Technical Writer/Editor	$53.08

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D399 – OTHER IT SERVICES NOT ELSEWHERE CLASSIFIED

Monitoring Services	Commercial Price List	Commercial Price w/ .75% IFF	Proposed GSA Discount (13.15%)	PROPOSED GSA RATE
SNMP Basic Monitoring Service (Unit - 30 Nodes)	$117.00 per node/per month	$117.88 per node/per month	$15.50 per node/per month	$102.38 per node/per month
SNMP Basic Monitoring Station Kit	$10,000.00 One time charge	$10,075.00 One time charge	$1,325.00 **One time charge**	$8,750.00 One time charge
Server/App/Web Monitoring Service (Unit - 50 Tests)	$50.00 per unit/per month	$50.38 per unit/per month	$6.63 per unit/per month	$43.75 per unit/per month
Server/App/Web Monitoring Station Kit	$5,000.00 **One time charge**	$5,037.50 **One time charge**	$662.43 **One time charge**	$4,375.07 **One time charge**
SNMP Enhanced Reporting Service (Unit - 30 Nodes)	$100.00 per node/per month	$100.75 per node per month	$13.53 per node per month	$87.50 per node per month
SNMP Enhanced Reporting Station Kit	$6,000.00 **One time charge**	$6,045.00 **One time charge**	$794.90 **One time charge**	$5,250.10 **One time charge**
Security Audit (Unit - 255 IP Hosts)	$25.00 per unit/IP Host	$25.19 per unit/IP Host	$3.31 per unit/IP Host	$21.88 per unit/IP Host
Security Audit Station Kit	$3,000.00 **One time charge**	$3,022.50 **One time charge**	$397.60 **One time charge**	$2,625.04 **One time charge**

Security Monitoring Service (Unit - 5 Components)	$800.00 per unit/Component	$806.00 per unit/Component	$106.00 per unit/Component	$700.00 per unit/Component
Security Monitoring Station Kit	$10,000.00 **One time charge**	$10,075.00 **One time charge**	$1324.86 **One time charge**	$8,750.14 **One time charge**